About the Contributors

**E. Vance Wilson** received a PhD in information systems in 1995 from the University of Colorado at Boulder. He is currently an associate clinical professor at Arizona State University. Prof. Wilson’s research focuses on organizational aspects of human-computer interaction with specific interests in e-health, computer-mediated communication, decisional guidance, and supporting technology for software development teams. He is supervising editor of the Information Systems and Healthcare Department at *Communications of the AIS*.

**Natalie Armstrong** currently holds a post-doctoral fellowship at the Health Sciences Research Institute, Warwick Medical School, University of Warwick, UK. Her background is in medical sociology, and her research interests lie primarily in the exploration of lay perceptions and experiences of health, illness, and healthcare, using qualitative methods and drawing on sociological theory. She has published work on women’s experiences and understandings of cervical cancer screening, and on patients’ and health professionals’ perspectives on e-health within diabetes care. She is currently working on a programme of research exploring the use of an Internet-based self-management system for diabetes care.

**Elaine A. Blechman** received her PhD in social and clinical psychology from UCLA in 1971. She is a professor of psychology at University of Colorado-Boulder. Her research and policy work on resilience-promoting long-term care has been supported by the National Institute of Mental Health and the National Institute of Drug Abuse and has resulted in seven books and several hundred journal articles and chapters. Dr. Blechman is the President of Prosocial Applications, Inc., supplier of The Smart PHR™, an unbound, consumer-controlled PHR system. Embedded care plans automate delivery of known effective treatments to individuals with chronic conditions, including cancer survivors. She is active in setting standards for consumer-centered health information technology and serves as cochair of the consumer empowerment technical committee of the ANSI/HIMSS Health Information Technology Standards panel. With colleagues at several universities and medical centers, Dr. Blechman is investigating how an unbound PHR system can improve quality, access, and efficiency of long-term healthcare.

**Gloria Boone** is a professor of communication at Suffolk University in Boston, Massachusetts. She teaches classes in advertising, new media, usability, Web design, and rhetoric. She has published books on rhetorical communication and on business communication. Her articles deal with usability of Web sites, social media marketing, advertising, and rhetoric. She consults with businesses and healthcare
organizations on advertising, usability, communication, and integrated marketing communication. As a classically trained rhetorician, she believes that the arts and the humanities inform “new” developments in Web design, technology, and communication. She holds a PhD from Ohio University. Visit Gloria’s Web site at http://infoacrs.com.

**Carlo Busolin** graduated in industrial design at the Faculty of Art and Design IUA V in Venice and received a Master in Medical Design in Venice. He works as a designer in a company related to architecture and naval preparation fields. He has worked for the new Venice-Mestre Hospital where he contributed to create the guidance signs project. He has been involved in developing research projects on e-Health. Some of his projects were reported and published in important design competitions.

**Stephen Chau** is a general manager for Verdant Health. In this role, he is currently involved in a number of e-health developments, both commercial and research. He was previously a research fellow in the Smart Internet Technology CRC and undertook a number of research projects in e-health. He graduated from the University of Tasmania initially with a BElc and a Grad Dip Sci (IT). He returned to the university in 1995 to complete an honours degree in computing and later commence a PhD in the School of Information Systems. His doctoral research explored the utilisation of e-commerce amongst thirty-four SMEs from two states of Australia.

**Diego Conforti** received the first degree in cognitive psychology at the University of Trento, Italy. Until 2005, he had been an officer at the Health Planning and Research Unit of the Department of Health of the Autonomous Province of Trento, Italy. Since 2006, he has been the key person for e-health programs and activities at the Health Services Organization Unit of the Department of Health, Trento (Italy). His main interests are innovative e-health services for citizens and integrated health information systems.

**Elizabeth Cummings** commenced her PhD in 2004 and is researching the impact of ICTs on health outcomes. She has been involved in a number of research projects in this area. Elizabeth has over 25 years’ experience in healthcare in Australia. Elizabeth is a registered nurse and midwife and has worked in both clinical and administrative positions in nursing. She has also worked as strategic information manager for the state-based organisation the Tasmanian General Practice Divisions. Elizabeth has been involved in developing and implementing general practice ICT initiatives, and closely involved with national e-health initiatives. In 2005, she joined the Smart Internet Technology Cooperative Research Centre.

**Juanita Dawson** is a doctoral student in the School of Information Systems and Technology at Claremont Graduate University. She is also a research scholar in engineering and information technology at Raytheon Corporation. She holds a BS in mathematics from Grambling State University, an MBA in computer information systems from California State University, and an MS in information systems and Technology from Claremont Graduate University. Her research is focused on privacy, security, and interoperability of information systems. Her current research projects include employer-sponsored personal health records and patient-centered e-health information systems. She is a member of the American Medical Informatics Association (AMIA), the Association of Computer Machinery (ACM), and IEEE Computer Society, and has been published in conferences including AMIA and SIGMIS.
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**Gonzalez Bernaldo de Quirós**, MD, is vice director of strategic planning in the Hospital Italiano de Buenos Aires in Argentina. He also has academic appointments in the Internal Medicine Division, and he is head of human physiology at the School of Medicine in HIBA. He has developed research and educational programs in medical informatics, clinical management and chronic disease management, and clinical research in internal medicine. More than 20 fellows have been trained in these programs under the supervision of the Department of Research and Education at the Hospital Italiano. His research focuses on the development of electronic medical records and disease management programs.

**Michael Dinger** is currently a doctoral student in management information systems at Clemson University. His research interests include the IT workforce, absorptive capacity, trust in online environments, and electronic commerce. Michael earned a BS in business administration at Presbyterian College.

**Claudio Eccher** graduated cum laude in physics in 1996 at the University of Trento, Italy. In 2006, he received the PhD degree in communication and information technology from the ICT International Doctorate School, University of Trento. He has worked as researcher at the e-Health Applied Research Unit of the Bruno Kessler Foundation since 1997. His current research field focuses on knowledge-based services aimed to healthcare professionals. In the past, he has worked on several research topics: image analysis in medicine, computer-based collaborative systems supporting the care process, and modeling languages for systems biology.

**Stefano Forti** received the MS degree in physics from the University of Trento, Italy, in 1987. He is head of the E-Health Applied Research Unit at Bruno Kessler Foundation, Trento, Italy. His current research interests are in the field of e-Health, and are mainly focused on consumer health informatics and user-centered design in health information systems. In the past, he worked on a variety of research topics, including integrated electronic patient records, Web-based distributed cooperative systems, clinical decision support systems, and tools for continuous monitoring of quality of clinical care.

**Ann Fruhling** is an assistant professor at the University of Nebraska at Omaha. Her research includes agile system development methods, human computer interaction usability, user interface design, and e-health acceptance. Dr. Fruhling is the principle investigator of an extensive research project that involves designing and implementing a public health emergency response system. She has published papers in journals such as *Journal of Management Information Systems, Communications of the AIS, Journal of Computer Information Systems, International Journal of Electronic Healthcare, International Journal of Cooperative Information Systems*, and *Journal of Electronic Commerce Research*.

**Linda Gallant**'s teaching and research interests include the application of research methods to social computing, and the maximization of information and communication technology (ICT) to advance human communication in multiple contexts—healthcare, politics, and the workplace. She is published in *Personal and Ubiquitous Computing, Academic Exchange Quarterly, Qualitative Research Reports in Communication, First Monday, and e-Service Journal*. She brings a disciplinary background in communication studies to a burgeoning area of user experience design. Specifically, she investigates how New Media facilitate human communication by investigating Internet-based technologies as social artifacts. A central interest in her research and teaching is how a technology's design and development.
(information architecture, usability, and rhetorical strategies) impacts its social and cultural uses, whether these uses were intended or unintended by the technology’s original engineers and designers.

**Deede Gammon** is a psychologist with nearly 20 years of experience in telemedicine and e-health research and development (R&D). She has led a number of R&D programs at Norwegian Centre for Telemedicine, along with being a part-time associate professorship at the Faculty of Medicine, University of Tromsø. Her focus has been on increasing knowledge about patients’ and the public’s use of information and communication technologies for health purposes as a basis understanding the implications of e-health for patients, the public, health providers, and health policy.

**Morten Hertzum** received his PhD from University of Copenhagen, Denmark, in 1994, and has since 2003 held a position as associate professor in computer science at Roskilde University, Denmark. Dr. Hertzum’s overall research interest concerns how technologies support—and otherwise affect—human activities. This interest has led to research in the areas of human-computer interaction, computer supported cooperative work, information seeking and retrieval, and software engineering. Dr. Hertzum is currently involved in research projects on healthcare IT, effects-driven IT development, and cultural aspects of usability evaluation.

**Thomas A. Horan**, PhD, is director of the Kay Center for E-Health Research and associate professor at Claremont Graduate University’s School of Information Systems and Technology. In this capacity, Dr. Horan is responsible for directing a wide range of research and policy studies on health information systems. He also serves in an advisory role for several private sector companies and health agencies. Dr. Horan is a member of the American Medical Informatics Association (AMIA), the Association of Computer Machinery (ACM), and the Association of Information Systems (AIS). He has published numerous technical articles in journals such as *Communications of the ACM*, *Communications of the AIS*, and *International Journal of Healthcare Technology and Management*. Dr. Horan has his Master’s and PhD degrees from Claremont Graduate University.

**Cynthia A. Irizarry**, PhD, is an associate professor of communication studies at Stetson University. Her areas of research include organizational and corporate communication, particularly in healthcare contexts, utilizing qualitative research design. Her research has appeared in a variety of publications, including *e-Service Journal* and *Qualitative Research Reports in Communication*. She has also worked as a consultant with governmental and private agencies exploring mediated message design in health promotion and corporate communication campaigns.

**Olli Järvinen** received a PhD from the Turku School of Economics, Department of Management, and a PhLic from the University of Turku, Department of Information Technology. Dr. Järvinen has worked in ICT for nearly 30 years, including 15 years as a senior system analyst in a large hospital, and has visited as a researcher at North Carolina State University on a Fulbright Scholarship. Currently, he is head of ICT for the Finnish Game and Fisheries Research Institute. Dr. Järvinen’s research interests focus on organizational privacy policies and practices.

**Jan-Are K. Johnsen** is a psychologist and project manager at the Norwegian Centre for Telemedicine. He is currently pursuing a PhD within the fields of computer mediated communication and psychology.
His line of research focuses on how people use text-based communication to manage self-presentation, and in turn, how this knowledge can be utilized in designing systems for interpersonal communication, including e-health systems.

**Richard Klein** is an assistant professor of management at Clemson University. He holds a PhD in business administration from Georgia State University; MS in technology management from Mercer University; and MA in economics from Boston University. Dr. Klein researches electronic business initiatives, intermediation, and digitally-enabled supply chain management with an emphasis on the healthcare industry. He has published in top journals including *Decision Sciences, Journal of Management Information Systems, and Journal of Operations Management*. Dr. Klein has presented his work at national and international conferences, including the Annual Meeting of the Academy of Management, the Americas Conference on Information Systems, the European Conference on Information Systems, and the Institute for Operations Research and the Management Sciences Annual Meeting.

**Nancy Lankton** received the PhD in computer information systems at Arizona State University in 2000. She is an assistant professor in the Department of Accounting and Information Systems at Michigan State University and teaches database technology and information systems controls. Prior to this, she had extensive work experience in accounting and auditing. Her research interests include technology acceptance and continuance, e-services, habit, trust, and technology investment decisions. She has published in the *Journal of the American Medical Informatics Association, Communications of the AIS, E-Service Journal*, and *International Journal of Healthcare Management & Technology*. Dr. Lankton is a member of the Association for Information Systems (AIS) and the Information Systems Auditing and Control Association (ISACA).

**Cynthia LeRouge**, PhD, is an assistant professor at Saint Louis University. Her current research interests relate to healthcare information systems, and in particular telemedicine. Dr. LeRouge has held various management roles in practice in the software, healthcare, public accounting, and petrochemical industries. She has over 35 publications including research articles in journals, including *Decision Support Systems, International Journal of Healthcare Technology and Management, Journal, International Journal of Human Computer Studies, Journal of Computer Information Systems, Journal of Information Technology Education, Journal of Information Systems Education, and Communications of the AIS*, edited chapters in research-based books, and peer-reviewed conference proceedings. Dr. LeRouge has a PhD in information systems from the University of South Florida.

**Nicolò Luppino** received his first degree in industrial design from the IUAV University in Venice, Italy. Here, he also received the University Master’s degree in medical design and is taking the MS degree in product design. Today, he’s actively collaborating with Bruno Kessler Foundation, Trento, to the realization of a personal health record system. In the recent past, he has worked on realization of a visual information system in the New Venice-Mestre Hospital. He is interested in all design aspects, from health to daily life.

**Jiao Ma**, PhD, is an assistant professor at Saint Louis University (SLU). Dr. Ma holds a secondary appointment at Center for Outcomes Research/Internal Medicine, SLU. Her research interests are in human factors engineering (specifically, human error investigation, user-centered design, data mining
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**Giovanni Martini** took a degree in sociology at the University of Trento. Until April 2007, he was the director of Health Innovation and Education Unit of the Department of Health of the Autonomous Province of Trento (Italy). Since May 2007, he has been a freelance social researcher and is involved in international projects, mainly funded by the European Union, about the development of technological infrastructures to support the daily activities of frail elderly people. His main interests have been health policy, health promotion, equity in health, health research, bioethics, health education and training, e-health, domotics, and social use of new technologies.

**Alejandro Mauro**, MD is a third-year resident of Medical Informatics Program at the Hospital Italiano de Buenos Aires (HIBA). He has been working as leader project in the development of HIBA's Personal Health Record System (PHRS) for the last two years, working with HMO patients and applying UCD techniques for the design and evaluation of the PHRS (see Web site at http://www.alejandro.mauro.name). His research interests center around the design, development, usability evaluation, and implementation of computer-based health information systems.

**John Powell** is associate clinical professor of epidemiology and public health at the Health Sciences Research Institute, Warwick Medical School, University of Warwick, UK, where he leads an e-health research group. He has degrees in Social and Political Sciences and Clinical Medicine, and trained in psychiatry before becoming an academic public health physician. His research interests are in consumer use of the Internet, particularly in the area of mental health. He is currently working on a programme of research with NHS Direct Online, the largest provider of online health information in the UK.

**Barbara Purin** graduated in mathematics from the University of Trento (Italy). Since 2002, she has been working at the Telemedicine and Medical Informatics Laboratory of the Centre for Scientific and Technological Research (now e-Health Applied Research Unit at the Bruno Kessler Foundation). The activities of the Research Unit cover basic and applied research in the field of consumer health informatics and user-centred design in health information systems. Her research interests focus mainly on designing and conducting usability tests of innovative PHR prototypes, and then on analysing the collected data.

**Ebrahim Randeree** is currently an assistant professor in the College of Information at Florida State University, USA. He has published in many journals and conferences. His research interests are related to technology adoption, outsourcing, information assurance, strategic information technology, and knowledge management with a focus on the healthcare arena. He teaches health informatics, strategic management, and information technology.

**Michel Sassene** is in the process of completing his master’s degree in computer science and international development studies at Roskilde University, Denmark. Michel Sassene’s research
interests centre upon the intersections between organisations, people, and IT. These interests have thus far led to work in the healthcare sector with special attention to IT-supported self-management of chronic diseases and collaboration between the primary and secondary sectors. After October 2007, Michel Sassene will join the State Employer’s Authority to work on the implementation of large-scale e-learning projects for state employees.

Joseph Tan, PhD, is editor-in-chief, *International Journal of Healthcare Information Systems and Informatics*. His professional background spans a broad spectrum of disciplines and research interests with demonstrated ability to serve in both academia and industry. He is a lead investigator in redefining the frontiers of interdisciplinary and translational business and health IT knowledge development and expansion, including active involvement in collaborative research and multidisciplinary joint-grant submissions. He has achieved recognized scholarship in teaching and learning with students’ yearly nominations for teaching excellence awards and networks widely with key decision and policy makers, as well as academic scholars and practitioners at local, provincial/state, national and international levels, including private, public, and nongovernmental organizations and universities. His has taken leadership in curriculum and program accreditation, peer-reviewed journal publications and book reviews, online education and programming, planning and organization of symposiums and conferences, development of book series, special issue journals, and federal grant proposals. His last 20-year academic experience includes full-time employment in academia; private and nonprofit sector organizations, as well as consulting and executive program development activities catering to executives and foreign delegation. His overall career focus is on reshaping the landscape of IS/IT applications and promotion in e-Health informatics through cross-disciplinary thinking/project partnering with diverse practitioners, clinicians, researchers, and a variety of user communities.

Bengisu Tulu, PhD, is an assistant professor in the Department of Management at Worcester Polytechnic Institute, Massachusetts. She is also a research fellow in the Kay Center for E-Health Research at Claremont Graduate University. She holds a BS in mathematics from Middle East Technical University, Turkey and an MS and PhD in information systems and technology from Claremont Graduate University. Her research is focused on the use of information technology within healthcare. Her current research projects include user centric personal health records for people with disabilities, Internet-based telemedicine, business value of telemedicine and healthcare outsourcing. Dr. Tulu has published in respected scholarly journals and refereed conferences, including *Telemedicine & e-Health Journal, IEEE Network, IEEE Journal on Selected Areas in Communications*, and *Communications of the AIS*.

Paul Turner is an associate professor at the University of Tasmania. Since joining the university in the year 2000, Paul has been very active in conducting and coordinating research at basic, applied, and strategic levels across a range of industry sectors with a particular focus on systems approaches in e-health, forensic computing, and e-business. These research activities have led to Paul having been directly involved in raising research grants, consultancies, and scholarships to a value of more than $4.5 million. Paul has built a strong reputation for his capacity to make original and innovative contributions to information systems research, and is particularly well-known for his involvement in multidisciplinary research, most notably with the schools of medicine, pharmacy, and nursing. Since 2001, Paul has also published more than 100 peer-reviewed papers in academic journals, books, and conferences.
John A. Valenza is associate professor, Department of Diagnostic Sciences and Executive Associate Dean, the University of Texas Dental Branch at Houston. Since joining the faculty in 1987, he has served as director, General Practice Residency Program, associate dean for patient care, and interim chair, Department of Diagnostic Sciences. As Executive Associate Dean of the Dental Branch, he led the school's conversion to electronic patient records, digital radiography, clinical simulation and faculty practice, and oversees the school’s educational technology. He has numerous publications on technology and patient care, and has lectured extensively on computers in dental practice.

Muhammad Walji is assistant professor in the Department of Diagnostic Sciences at the University of Texas Dental Branch focused on informatics research. He has a MS and PhD in Health Informatics and was trained as a National Library of Medicine (NLM) fellow from 2003–2006. He has published numerous papers and conducted extensive research in the area of consumer-health informatics, human-computer interaction, and persuasive technology. He is a member of the Health Information Management Systems Society, American Medical Informatics Association, the American Dental Education Association, and the International Association of Dental Researchers.

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Jiajie Zhang is the Doris L. Ross professor and the associate dean of Research at School of Health Information Sciences at University of Texas at Houston. He has done extensive research in biomedical informatics, cognitive science, human-centered computing, information visualization, decision making, and computational modeling. He is a fellow of American College of Medical Informatics.